



ADVANCED CUSTOMER SERVICES

**SIMPLIFY YOUR UPGRADE.
REDUCE RISKS.
ATTAIN VALUE SOONER.**

ORACLE DATABASE UPGRADE MANAGEMENT SERVICES ALLOW YOU TO UPGRADE WITH CONFIDENCE.

Advanced Customer Services Upgrade Excellence Delivered.

Are you considering an Oracle database upgrade? Oracle Upgrade Management Services lead you on a predictable upgrade path that reduces complexity, lowers risk, and delivers a faster return on investment. With this flexible and scalable approach, you are offered a cost-effective way to seamlessly move to newer technology versions that are best suited to help drive your business forward-- with minimal disruption.

Developed in accordance with Oracle's Software Lifecycle model and ITIL v.3 standards, Oracle Upgrade Management Services are designed to simplify your unique upgrade challenges, no matter what stage you are at in the upgrade process.

With Oracle's expert guidance, you'll clearly understand your upgrade options and benefits, as well as the most cost-effective way to seamlessly migrate to the latest Oracle database technologies.

THREE REASONS TO CHOOSE UPGRADE MANAGEMENT SERVICES FOR YOUR ORACLE DATABASE UPGRADE

Accelerate Time-to-Value through Enhanced Technology

- Eliminate upgrade roadblocks with detailed information to build a solid business case, make well-informed decisions, and minimize business disruption.
- Maximize productivity by accessing unique essential services to streamline the upgrade process.
- Ensure faster return on investment with time-tested planning and configuration assessment tools.

Upgrade with Confidence Using Unparalleled Expertise

- Cost-effectively manage the process from start to finish using experts who have deep insight into your technical strategy and business priorities.
- Leverage the expertise of more than 1,900 Advanced Customer Services experts with in-depth experience in planning, designing, executing, and optimizing Oracle solutions.
- Increase staff self-sufficiency through knowledge transfer delivered by Oracle experts who have completed numerous successful upgrades.

Reduce Risks and Costs with ITILv.3 Best Practices

- Drive greater IT efficiencies and business results through conformance with ITILv.3 standards for IT management.
- Minimize upgrade risks with unique automated migration scripts and upgrade tools.
- Lower upgrade costs by utilizing a repeatable, consistent upgrade model based on industry best practices.

FLEXIBLE OPTIONS TO DRIVE SUCCESS THROUGHOUT THE UPGRADE CYCLE

Oracle Upgrade Management Services provides three distinct levels of service—pre-planning analysis, upgrade management, and post-upgrade evaluation—covering all phases of the upgrade process. This flexible and scalable approach offers a cost-effective way to upgrade to Oracle Database 10g or 11g. These three service levels include:

- **Level One – Upgrade Pre-Planning Analysis:** Oracle experts conduct an in-depth analysis of your current environment—including production, patch, and configuration assessments—to gain insight into the steps needed for a successful upgrade. This information helps you make well-informed decisions about priorities, timing, and costs to ensure that your technical strategy stays aligned with your business goals.
- **Level Two – Upgrade Management:** A dedicated team of Advanced Customer Services specialists, located onsite or remote, provides you with expert guidance and advanced troubleshooting through services such as account management, service delivery reviews, critical service request assistance, and stand-by assistance for critical events throughout the duration of your upgrade project.
- **Level Three – Post-Upgrade Evaluation:** After implementation, Advanced Customer Services leads interactive sessions with your IT team to evaluate, test, and measure the results of the upgrade and provide recommendations to help ensure continual operational improvement and a faster return on investment.

Whether you choose to work with in-house, third-party, or Oracle Consulting resources during your upgrade, this three-stage process is proven to help you accelerate the adoption of new technology, while reducing change-related risks, costs, and complexity.

DATABASE UPGRADE SERVICES OPTIONS

Real Application Testing

Real Application Testing, a unique feature of Oracle 11g Enterprise Edition, reduces the task of assessing the impact of system changes—such as hardware, software and patch application—for simple to complex production environments from months to days. Through Oracle Upgrade Management Services, Advanced Customer Services engineers can provide assistance with set up and execution of test cases, advisory or onsite services—helping to significantly reduce testing time during the upgrade process, regardless of your database implementation platform.

ABOUT ADVANCED CUSTOMER SERVICES

Advanced Customer Services is a global business dedicated to the continual operational improvement of your Oracle environment.

Working with you throughout your Oracle software lifecycle, Advanced Customer Services experts help you maximize the performance and value of your Oracle investment.

Advanced Customer Services is operational excellence delivered.

- Advanced Customer Services has over 1,900 professionals delivering services in 45 countries covering 27 languages.
- Ninety-four percent of the S&P Global 100 maximize the performance and value of their Oracle environment with Advanced Customer Services.

For more information:

www.oracle.com/goto/upgradeto11g

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